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CENTRAL FAX CENTER

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Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

- 1 1. (Currently Amended) A method for managing workplace services provided by specialists to a plurality of users who are members of an organization by means of a computer system having a memory and connected to a network, the method comprising:
 - 5 (a) upon a request from the organization, using personnel in a workplace resources office who are familiar with the workplace services, but are not the specialists to contact the plurality of users and to obtain background information for the plurality of users and the organization;
 - 9 (b) creating a database in the computer system memory, the database containing, for each of the plurality of users, user background information and user identifying information unique and specific to each user;
 - 13 (c) connecting the workplace resources office to the computer system and the database via the network in order to store the background information for the plurality of users and the organization obtained by the workplace resources office in the database before a user contacts a specialist;
 - 17 (d) before one of the plurality of users attempts to obtain specific assistance with any issue unique to their workplace and based on the background information, providing from the workplace resources office to that user, contact information which allows that user to immediately and directly contact a specialist with expertise specific to their unique workplace issues and who is not one of the workplace resources office personnel in order to establish a communication session during which the specialist provides assistance on a specific workplace issue to that user wherein, during each communication session, the specialist receives user identifying information

25 from that user, uses the received identifying information to access and
26 retrieve user background information for that user from the database via
27 the network, which information was previously stored in step (c), and
28 combines the background information with their specific expertise and any
29 additional or corrected information provided by the user to provide
30 specific, live assistance to the user concerning the specific and unique
31 workplace issues; and

32 (e) storing in the database over the network information concerning each
33 communication session including the unique and specific advice provided
34 to that user by the specialist and adding the unique and specific stored
35 communication session information to the client user background
36 information for that user.

1 2. (Original) The method of claim 1 wherein the communication session is a
2 telephone call.

1 3. (Original) The method of claim 1 wherein the communication session is an e-mail
2 message.

1 4. (Canceled).

1 5. (Canceled)

1 6. (Previously Presented) The method of claim 1 wherein the network is the
2 Internet.

1 7. (Previously Presented) The method of claim 1 wherein the user identifying
2 information is a unique personal ID code.

- 1 8. (Original) The method of claim 7 wherein the workplace resources office assigns
- 2 the personal ID code to each of the plurality of users.

- 1 9. (Previously Presented) The method of claim 1 wherein step (b) comprises:
 - 2 (b3) establishing a web site connected to the database by the Internet; and
 - 3 (b4) using the web site to collect the background information from each of the
 - 4 plurality of users.

- 1 10. (Original) The method of claim 9 wherein the web site assigns a personal ID
- 2 code to each of the plurality of users.

- 1 11. (Previously Presented) The method of claim 1 wherein the specialist is
- 2 connected to the database via the Internet and wherein in step (d) the specialist
- 3 obtains the user identifying information verbally from the user, enters the user
- 4 identifying information into the database via a web interface and receives the
- 5 user background information via a web browser.

- 1 12. (Previously Presented) The method of claim 1 wherein in step (e) the specialist
- 2 assigns the communication session information to one of a plurality of predefined
- 3 categories and the assigned category is stored with the communication session
- 4 information and the user background information.

- 1 13. (Previously Presented) The method of claim 12 further comprising:
 - 2 (f) performing a query on information in the database, generating a report
 - 3 from the query and providing the report to the organization.

- 1 14. (Original) The method of claim 13 wherein the query is performed on category
- 2 information in the database.

- 1 15. (Previously Presented) The method of claim 1 further comprising:

2 (g) using a workplace resources office to generate a templated web site that
3 is accessible by the plurality of users via the Internet.

1 16. (Previously Presented) The method of claim 15 further comprising:
2 (h) publishing workplace issue information on the templated web site by
3 sending the workplace issue information from the database to the
4 templated web site.

1 17. (Currently Amended) Apparatus for managing workplace services provided by
2 specialists to a plurality of users who are members of an organization by means
3 of a computer system having a memory and connected to a network, the
4 apparatus comprising:

5 upon a request from the organization, a mechanism that uses personnel in
6 a workplace resources office who are familiar with the workplace services, but
7 are not the specialists to contact the plurality of users and to obtain background
8 information for the plurality of users and the organization;

9 a database created in the computer system memory, the database
10 containing, for each of the plurality of users, user background information and
11 user identifying information unique and specific to each user;

12 a mechanism that connects the workplace resources office to the
13 computer system and the database via the network in order to store the
14 background information for the plurality of users and the organization obtained by
15 the workplace resources office in the database before a user contacts a
16 specialist;

17 a communication mechanism operable before one of the plurality of users
18 attempts to obtain specific assistance with any issue unique to their workplace
19 that, based on the background information, provides from the workplace
20 resources office to that user, contact information which allows that user to
21 immediately and directly contact a specialist with expertise specific to their
22 unique workplace issues and who is not one of the workplace resources office

23 personnel in order to establish a communication session during which the
24 specialist provides assistance on a specific workplace issue to that user wherein,
25 during each communication session, the specialist receives user identifying
26 information from that user, uses the received identifying information to access
27 and retrieve client background information for that user from the database via the
28 network, which information was previously stored by the mechanism that
29 connects the workplace resources office to the computer system and the
30 database, and combines the background information with their specific expertise
31 and any additional or corrected information provided by the user to provide
32 specific, live assistance to the user concerning the specific and unique workplace
33 issues; and

34 a knowledge management system that, under control of the specialist,
35 stores in the database over the network information concerning each
36 communication session including the unique and specific advice provided to that
37 user by the specialist and adds the unique and specific stored communication
38 session information to the client user background information for that user.

- 1 18. (Original) The apparatus of claim 17 wherein the communication session is a
2 telephone call.
- 1 19. (Original) The apparatus of claim 17 wherein the communication session is an e-
2 mail message.
20. (Canceled).
21. (Canceled).
- 1 22. (Previously Presented) The apparatus of claim 17 wherein the network is the
2 Internet.

- 1 23. (Previously Presented) The apparatus of claim 17 wherein the user identifying
- 2 information is a unique personal ID code.
- 1 24. (Original) The apparatus of claim 23 wherein the workplace resources office
- 2 assigns the personal ID code to each of the plurality of users.
- 1 25. (Original) The apparatus of claim 17 further comprising:
 - 2 a web site connected to the database by the Internet; and
 - 3 a mechanism that connects each of the plurality of users to the web site in
 - 4 order to collect the background information from each of the plurality of users.
- 1 26. (Original) The apparatus of claim 25 wherein the web site assigns a personal ID
- 2 code to each of the plurality of users.
- 1 27. (Previously Presented) The apparatus of claim 17 further comprising a web
- 2 interface connecting the specialist to the database via the Internet so that the
- 3 specialist obtains the user identifying information verbally from the user, enters
- 4 the user identifying information into the database via a web interface and
- 5 receives the user background information via a web browser.
- 1 28. (Original) The apparatus of claim 17 wherein the specialist uses the knowledge
- 2 management system to assign the communication session information to one of
- 3 a plurality of predefined categories and to store the assigned category with the
- 4 communication session information and the user background information.
- 1 29. (Previously Presented) The apparatus of claim 28 further comprising:
 - 2 a mechanism that performs a query on information in the database,
 - 3 generates a report from the query and provides the report to the organization.

1 30. (Original) The apparatus of claim 29 wherein the query is performed on category
2 information in the database.

1 31. (Original) The apparatus of claim 17 further comprising:
2 a publication mechanism that generates a templated web site that is
3 accessible by the plurality of users via the Internet.

1 32. (Original) The apparatus of claim 31 wherein the publication mechanism
2 publishes workplace issue information on the templated web site by sending the
3 workplace issue information from the database to the templated web site.

1 33. (Currently Amended) A computer program product for managing workplace
2 services provided by specialists to a plurality of users who are members of an
3 organization by means of a computer system having a memory and connected to
4 a network, and wherein upon a request from the organization, personnel who are
5 familiar with the workplace services, but are not the specialists in a workplace
6 resources office contact the plurality of users to obtain background information
7 for the plurality of users and the organization, the computer program product
8 comprising a computer usable medium having computer readable program code
9 thereon, including:

10 program code for creating a database in the computer system memory,
11 the database containing, for each of the plurality of users, user background
12 information and user identifying information unique and specific to each user;

13 program code for connecting the workplace resources office to the
14 computer system and the database via the network in order to store the
15 background information for the plurality of users and the organization obtained by
16 the workplace resources office in the database before a user contacts a
17 specialist;

18 program code operable before one of the plurality of users attempts to
19 obtain specific assistance with any issue unique to their workplace and based on

20 the background information, for providing from the workplace resources office to
21 that user, contact information which allows that user to immediately and directly
22 contact a specialist with expertise specific to their unique workplace issues and
23 who is not one of the workplace resources office personnel in order to establish a
24 communication session during which the specialist provides assistance on a
25 specific workplace issue to that user wherein, during each communication
26 session, the specialist receives user identifying information from that user, uses
27 the received identifying information to access and retrieve user background
28 information for that user from the database via the network, which information
29 was previously stored by the program code for connecting the workplace
30 resources office to the computer system and the database, and combines the
31 background information with their specific expertise and any additional or
32 corrected information provided by the user to provide specific, live assistance to
33 the user concerning the specific and unique workplace issues; and
34 program code storing in the database information concerning each
35 communication session including the unique and specific advice provided to a
36 user by the specialist and adding the unique and specific stored communication
37 session information to the client user background information for the user.

- 1 34. (Original) The computer program product of claim 33 wherein the communication
- 2 session is a telephone call.

- 1 35. (Original) The computer program product of claim 33 wherein the communication
- 2 session is an e-mail message.

- 1 36. (Canceled).

- 1 37. (Canceled).

- 1 38. (Previously Presented) The computer program product of claim 33 wherein the
- 2 network is the Internet.
- 1 39. (Canceled).
- 1 40. (Previously Presented) The method of claim 1 wherein the workplace resources
- 2 office is not part of the organization.
- 1 41. (Previously Presented) The method of claim 1 wherein the specialist is not part of
- 2 the organization.
- 1 42. (Previously Presented) The apparatus of claim 17 wherein the workplace
- 2 resources office is not part of the organization.
- 1 43. (Previously Presented) The method of claim 17 wherein the specialist is not part
- 2 of the organization.
- 1 44. (Previously Presented) The computer program product of claim 33 wherein the
- 2 workplace resources office is not part of the organization.
- 1 45. (Previously Presented) The computer program product of claim 33 wherein the
- 2 specialist is not part of the organization.

46-47. (Canceled).

- 1 48. (Currently Amended) A method for managing legal advice and counseling
- 2 provided by legal experts to a plurality of contact people who are members of an
- 3 organization by means of a computer system having a memory and connected to
- 4 the internet, the method comprising:

- (a) upon a request from the organization, using personnel in a workplace resources office who are familiar with the legal advice and counseling, but are not the legal experts to personally contact the plurality of contact people and the organization to obtain background information for the plurality of contact people and the organization;
- (b) creating a centralized database in the computer system memory, the database containing, for each of the plurality of contact people, contact background information and contact identifying information unique and specific to each contact person;
- (c) connecting the workplace resources office to the computer system and the database via the internet in order to store the background information for the plurality of contact people and the organization obtained by the workplace resources office personnel in the database before a contact person contacts a legal expert;
- (d) before one of the plurality of contact persons attempts to obtain specific assistance with any issue unique to their workplace and based on the background information, providing from the workplace resources office to that contact person, contact information which allows that contact person to immediately and directly contact a legal expert with expertise specific to their unique workplace issues and who is not one of the workplace resources office personnel in order to establish a communication session during which the legal expert provides advice on a specific legal issue to that contact person wherein, during each communication session, the legal expert receives contact identifying information from that contact person, uses the received identifying information to access and retrieve contact background information for that contact person and for the organization from the database via the internet, which information was previously stored in step (c), and combines the background information with their specific expertise and any additional or corrected information

34 provided by the user to provide specific, live advice to the contact person
35 concerning the specific and unique legal issues; and
36 (e) storing in the database over the network information concerning each
37 communication session including the unique and specific advice provided
38 to that contact person by the legal expert and adding the unique and
39 specific stored communication session information to the client user
40 background information for that contact person and the organization.

1 49. (Previously Presented) The method of claim 48 wherein an insurer contracts with
2 the workplace resources office and the organization is an insured of the insurer.

1 50. (Previously Presented) The method of claim 48 wherein the legal experts are
2 associated with the workplace resources office.

1 51. (Previously Presented) The method of claim 48 wherein the contact people are
2 employees of the organization.

1 52. (Previously Presented) The method of claim 48 further comprising:

2 (f) performing a query on information in the database;
3 (g) generating a report from the query; and
4 (h) generating a templated web site that is based on the report and is
5 accessible by the plurality of contact people via the Internet.

1 53. (New) The method of claim 1 further comprising:

2 (f) after a communication session between a user and the specialist, sending
3 a follow-up message from the specialist to that user to inquire whether the
4 assistance provided by the specialist answered a question posed by that
5 user.

- 1 54. (New) The apparatus of claim 17 further comprising means operable after a
- 2 communication session between a user and the specialist, for sending a follow-
- 3 up message from the specialist to that user to inquire whether the assistance
- 4 provided by the specialist answered a question posed by that user.
- 1 55. (New) The computer program product of claim 33 further comprising program
- 2 code operable after a communication session between a user and the specialist,
- 3 for sending a follow-up message from the specialist to that user to inquire
- 4 whether the assistance provided by the specialist answered a question posed by
- 5 that user.
- 1 56. (New) The method of claim 48 further comprising:
 - 2 (f) after a communication session between a contact person and the legal
 - 3 expert, sending a follow-up message from the legal expert to that contact
 - 4 person to inquire whether the assistance provided by the legal expert
 - 5 answered a question posed by that contact person.